DOCUMENT RESUME

ED 448 306 CE 081 076

TITLE	National Health Care Skill Standards.
INSTITUTION	National Consortium on Health Science and Technology Education, Okemos, MI.; WestEd, San Francisco, CA.
SPONS AGENCY	Department of Education, Washington, DC.
PUB DATE	1999-00-00
NOTE	16p.; For a 1994 draft of the Standards, see ED 377 365.
AVAILABLE FROM	National Consortium on Health Science and Technology Education, 2410 Woodlake Dr., Suite 440, Okemos, MI 48864 ($25, nonmembers; $20, members). Tel: 517-347-3332.
PUB TYPE	Legal/Legislative/Regulatory Materials (090)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Academic Standards; Accountability; *Allied Health Occupations Education; *Basic Skills; Career Development; Career Education; Career Ladders; Career Planning; Communication Skills; Consortia; Cooperative Planning; Core Curriculum; Data Collection; *Education Work Relationship; Educational Benefits; Educational Objectives; Elementary Secondary Education; Employment Potential; *Employment Qualifications; Environmental Standards; Environmental Technicians; Equipment Utilization; Ethics; Evaluation Methods; Health Promotion; Health Services; Information Dissemination; Information Services; Integrated Curriculum; *Job Skills; Legal Responsibility; Measurement Equipment; Measurement Techniques; *National Standards; Occupational Safety and Health; Partnerships in Education; Planning; Postsecondary Education; Systems Approach; Teamwork; Technical Writing; Technology Education
IDENTIFIERS	*National Health Care Skill Standards

ABSTRACT

This document presents the National Health Care Skill Standards, which were developed by the National Consortium on Health Science and Technology and West Ed Regional Research Laboratory, in partnership with educators and health care employers. The document begins with an overview of the purpose and benefits of skill standards. Presented next are overviews of the following groups of core and cluster skill standards: (1) health care (academic foundation, communications, systems, employability, legal responsibility, ethics, safety practices, teamwork, health maintenance practices); (2) therapeutic/diagnostic (intra-team communication, monitoring client status, client interaction, client movement); (3) therapeutic (data collection, treatment planning, implementing procedures, client status evaluation); (4) diagnostic (planning, preparation, procedure, evaluation, reporting); (5) information services (analysis, abstracting and coding, information systems, documentation, operations); and (6) environmental services (operations, aseptic procedures, resource management, aesthetics). A health science career path is outlined and intended to assist health science and technology educators in implementing a contextual approach to linking academic curricula with career pathways that will enable students in elementary, middle, high school, and postsecondary programs to advance through the following five stages: career awareness, career exploration, core standards preparation, core concentrations preparation, and employment.

Reproductions supplied by EDRS are the best that can be made
from the original document.

Concluding the document is a list of accountability criteria for national skill standards. (MN)

Reproductions supplied by EDRS are the best that can be made
from the original document.

National Health Care Skill Standards

ED 448 306

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☑ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

Getting to the Workplace...

National Consortium on Health Science and Technology Education

COMMITMENT TO QUALITY

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY

D. Richards

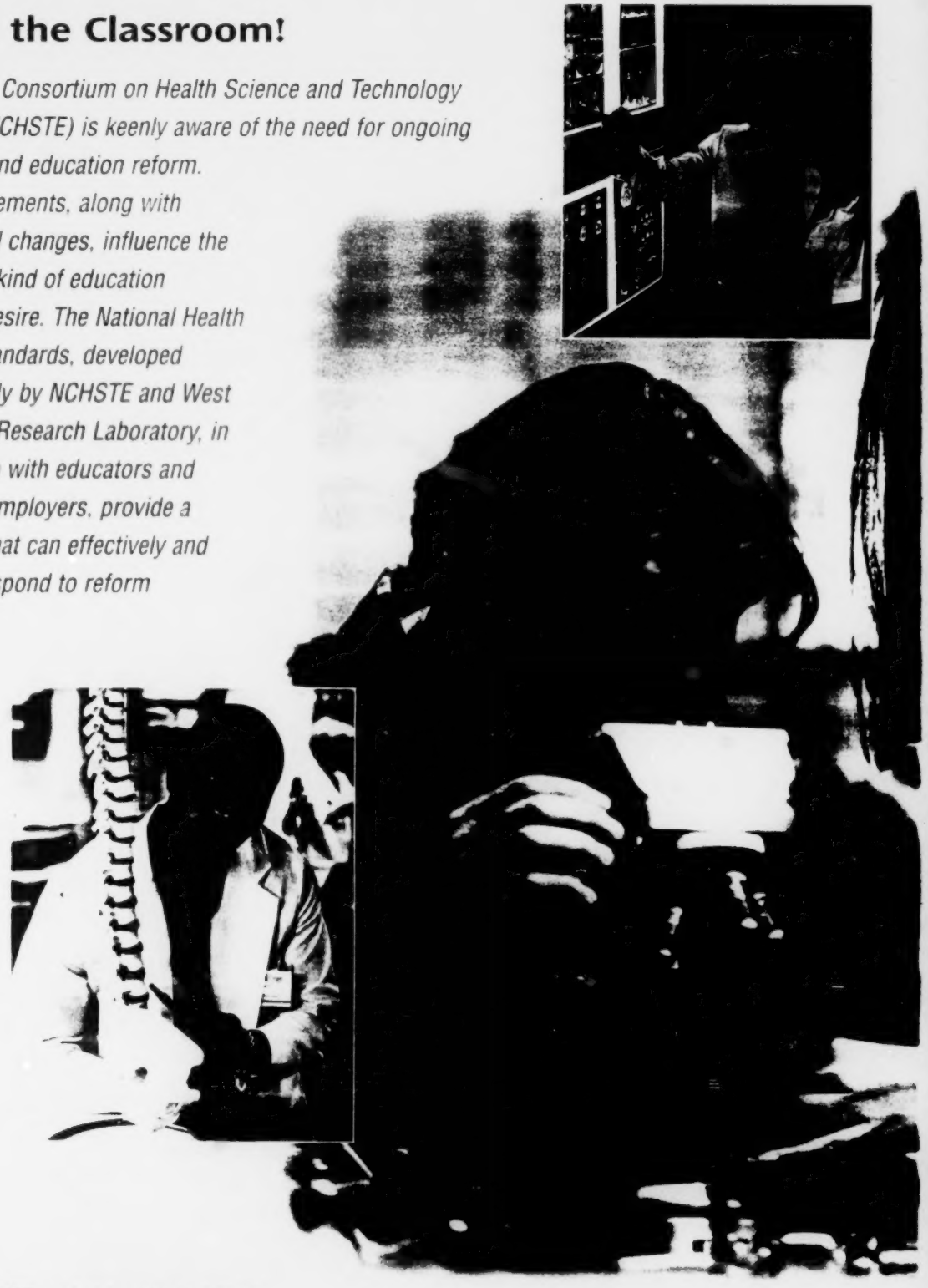
TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

CE 081 016

BEST COPY AVAILABLE

...from the Classroom!

The National Consortium on Health Science and Technology Education (NCHSTE) is keenly aware of the need for ongoing health care and education reform. Reform movements, along with technological changes, influence the amount and kind of education employers desire. The National Health Care Skill Standards, developed collaboratively by NCHSTE and West Ed Regional Research Laboratory, in a partnership with educators and health care employers, provide a framework that can effectively and efficiently respond to reform movements.



BEST COPY AVAILABLE

Health Care Skill Standards

The Purpose for Skill Standards

Health care skill standards offer an answer to the question, "What does a worker need to know and be able to do to contribute to the delivery of safe and effective health care?" Health care skill standards represent core expectations most workers need in order to succeed in a job and in a career. These standards provide a foundation for continuous formal preparation on the job.

The Benefits of Skill Standards

Benefits of having nationally validated health care skill standards include a potential to forge strong links among various stakeholders. National skill standards provide a common language, common goals, and a common reference point for employers, workers, students, labor, educators, and consumers. In addition, national skill standards provide benefits particular to each stakeholder. For example:

- Employers can recruit, screen, and place potential employees more efficiently.
- Workers will be better informed about what to expect on the job and be better prepared. This can increase career mobility and opportunity for advancement.
- Professional and labor organizations may increase employee security through portable skills and credentials.
- Students and parents have clear directions to help set goals for future employment.
- Educators are able to design quality curriculum and instruction consistent with industry expectations.
- Consumers benefit from high quality, efficient health care delivery from well-trained workers.

"Education has long been critical to success. Tomorrow it will be essential for survival. The standardization of the skills outcomes of education will make the delivery of that educational effort easier for all involved."

Harry R. Nevling, Vice President, Human Resources,
Longmont United Hospital

Health Care Core Skill Standards

The core is a set of broad standards that serve as a foundation for occupations and functions across health services. These standards specify the core knowledge and skills needed by health care workers.

Academic Foundation

Health care workers will know the academic subject matter required for proficiency within their area. They will use this knowledge as needed in their role.

Communication

Health care workers will know the various methods of giving and obtaining information. They will communicate effectively, both orally and in writing.

Systems

Health care workers will understand how their role fits into their department, their organization and the overall health care environment. They will identify how key systems affect services they perform and quality of care.

Employability Skills

Health care workers will understand how employability skills enhance their employment opportunities and job satisfaction. They will demonstrate skills that support and maintain job functions and will upgrade these skills as needed.

Legal Responsibility

Health care workers will understand the legal responsibilities, limitations and the implications of their actions within the health care delivery setting. They will perform their duties according to regulations, policies, laws and legislated rights of clients.

Ethics

Health care workers will understand accepted ethical practices with respect to cultural, social and ethnic differences within the health care environment. They will perform their duties according to established ethical guidelines, supporting sensitive and quality health care delivery.

Safety Practices

Health care workers will understand the existing and potential hazards to clients, co-workers and to themselves. They will prevent injury or illness through safe work practices and follow health and safety policies and procedures.

Teamwork

Health care workers will understand the roles and responsibilities of individual members as part of the health care team, including their ability to promote the delivery of quality health care. They will interact effectively and sensitively with all members of the health care team.

Health Maintenance Practices

Health care workers will understand the fundamentals of wellness and the prevention of disease processes. They will practice preventative health behaviors with and among their clients.

Therapeutic/Diagnostic Core Standards

The Therapeutic/Diagnostic Core Standards apply to both therapeutic and diagnostic occupations and functions. These standards focus on direct client care.

Intra-team Communication

Therapeutic and diagnostic workers will understand how to communicate client information within a team. They will convey this information to appropriate team members in a timely manner.

Monitoring Client Status

Therapeutic and diagnostic workers will understand the process for monitoring client health status. They will assess health status according to respective professional standards and report the results to a treatment team.

Client Movement

Therapeutic and diagnostic workers will understand the principles of body mechanics for positioning, transferring, and transporting clients. They will perform these activities efficiently and without injury to clients or self.

Client Interaction

Therapeutic and diagnostic workers will understand how to explain planned procedures and goals to clients. They will use various strategies to respond to clients' questions and concerns.

"Quality doesn't just happen; it is the result of careful planning, high standards, intelligent direction, professional commitment and skillful implementation. The preparation of a quality workforce has been a guiding focus of the National Health Care Skills Standards Project."

Nancy Langley Raynor, Section Chief North Carolina Department of Public Instruction and Chair of The NHCSSP Policy Advisory Committee

Therapeutic Cluster Standards

These standards apply to occupations or functions primarily involved in changing the health status of the client over time. The standards specify the core knowledge and skills needed by workers in the therapeutic cluster.

Data Collection

Therapeutic workers will understand the facility protocol and guidelines for collecting data. They will participate in identifying and responding to client health care needs, strengths, problems and report results.

Treatment Planning

Therapeutic workers will understand the general purpose and components of the treatment plan. They will collaborate in planning procedures according to facility protocol.

Implementing Procedures

Therapeutic workers will understand the procedures within their scope of practice and how these procedures relate to the goals and objectives of a client's treatment plan. They will complete procedures accurately, in a timely fashion and supportive of the treatment team.

Client Status Evaluation

Therapeutic workers will evaluate a client's needs, strengths and problems. They will assess a client's status in order to determine if treatment goals are being reached.

BEST COPY AVAILABLE

Diagnostic Cluster Standards

These standards apply to occupations or functions primarily involved in creating a picture of the health status of the client at a single point in time. The standards specify the core knowledge and skills needed by workers in the diagnostic cluster.

Planning

Diagnostic workers will understand the components and implications of requests for procedures. They will interpret requests for services and plan when and how to implement the services.

Preparation

Diagnostic workers will know the steps of procedural set-ups. They will prepare appropriate supplies, equipment, and clients for individual procedures, according to facility protocol.

Procedure

Diagnostic workers will understand the logic and sequence of any given procedure, including alternative delivery methods. They will perform these procedures to create precise and accurate results.

Evaluation

Diagnostic workers will understand the principles of quality assurance. They will continuously evaluate a procedure and its result.

Reporting

Diagnostic workers will understand the need for precise, accurate and timely reporting. They will produce and report results using appropriate communication channels.

"To improve community health status, it is imperative that health workers have the appropriate knowledge and skills to provide quality health care."

Barbara Bloom Kreml, Director
BBK & Associates, Chicago, Illinois

Information Services Cluster Standards

These standards apply to occupations or functions that document client care. The standards specify the core knowledge and skills needed by workers in the information services cluster.

Analysis

Information services workers will know the quantitative and qualitative requirements for client information. They will analyze the information for designated purposes.

Abstracting and Coding

Information service workers will know how to read and interpret a medical record, using knowledge of medical terminology and codes. They will extract required information from a medical record upon legal requests.

Information Systems

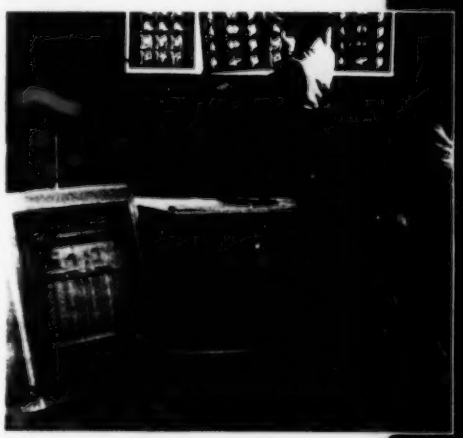
Information service workers will understand the sources, routes and flow of information within the health care system. They will contribute to the design and implementation of new or revised systems or processes within their scope of work.

Documentation

Information service workers will understand the content and multiple uses of health information. They will document appropriate information using appropriate legal processes.

Operations

Information service workers will understand the operations used to enter, retrieve and maintain information. They will use health information equipment and materials safely and efficiently in daily operations.



Environmental Services Cluster Standards

These standards apply to occupations or functions involving direct or indirect client care that create a therapeutic environment for providing that care. The standards specify the core knowledge and skills needed by workers in the environmental services cluster.

Operations

Environmental service workers will understand the responsibilities of their assigned role. They will perform their tasks safely following established internal and external guidelines.

Aseptic Procedures

Environmental service workers will know work practices that maintain a clean and healthy environment. They will follow recommended practices to reduce or eliminate pathogenic organisms.

Resource Management

Environmental service workers will understand the principles and techniques of resource management. They will make timely decisions to ensure the careful use of available resources.

Aesthetics

Environmental service workers will understand the importance of maintaining an environment that is aesthetically appealing. They will uphold facility standards for service, maintenance and upkeep.

"High performance workplaces are the key to economic competitiveness. Skill standards link employers, workers, and educators by providing a common language and common goals."

Anonymous

Health Science Career Path

When teachers are able to link subjects together rather than teaching them in isolation, students learn more and are able to tie concepts together through application of their knowledge. Integration models demonstrate the power of connecting various academic curricula using a contextual or "real world" application. Career pathways provide a framework to bring together natural combinations of subjects that support students' career interests.

The Health Science Career Path is displayed on the accompanying conceptual model. The model encourages a seamless continuum of learning with age and grade appropriate preparation as well as providing a model for lifelong learning.

The career path shows awareness activities beginning early in the education process. These become more complex and rigorous as learners progress.

At the second level, exploration of health careers is included in the course of study to help learners begin to make informed choices. Integrated content that includes "Health Science Core Standards" is offered throughout the continuum of learning.

As learners proceed through the Health Science Career Path they participate in "Core Concentrations." These contribute to preparing learners for post secondary education and/or initial employment.

Health Science Career Path

Accountability Criteria for National Health Care Core Skill Standards*

Based on: National Health Care Skill Standards

Core Standard 1: Academic Foundations

Health care workers will know the academic subject matter required for proficiency within their area. They will use this knowledge as needed in their role. In addition to state high school graduation requirements, the following are included:

Accountability Criteria

1.1 Human Structure and Function

1.11 Describe the basic structures and functions of cells, tissues, organs, and systems as they relate to homeostasis

1.12 Compare relationships among cells, tissues, organs, and systems

1.13 Explain body planes, directional terms, quadrants, and cavities

1.14 Analyze the interdependence of the body systems as they relate to wellness, disease, disorders, therapies, and care rehabilitation

1.2 Diseases and Disorders

1.21 Compare selected diseases/disorders including respective classification(s), causes, diagnoses, therapies, and care/rehabilitation to include biotechnological applications

1.22 Analyze methods to control the spread of pathogenic microorganisms

1.23 Contrast various types of immunities

1.24 Analyze body system changes in light of diseases, disorders, and wellness

1.25 Compare the aging process among the body systems

Core Standard 2: Communication

Health care workers will know the various methods of giving and obtaining information. They will communicate effectively, both orally and in writing.

Accountability Criteria

2.1 Oral Communications Skills

2.11 Adjust communication to other's ability to understand

2.12 Apply the elements of communication using the sender-receiver model

2.13 Apply active listening skills using reflection, restatement, and clarification techniques

2.14 Demonstrate courtesy to others including self introduction

2.15 Interpret verbal and non-verbal behaviors to augment communication and within scope of practice

2.16 Demonstrate interviewing skills

2.2 Written Communication Skills

2.21 Report relevant information in order of occurrence

2.22 Report subjective information

2.23 Report objective information

2.24 Analyze communications for appropriate response and provide feedback

2.25 Organize, write and compile technical information and summaries

2.26 Use medical terminology within a scope of practice in order to interpret, transcribe and communicate information, data and observations

2.27 Organize records and files to maintain data as required

2.28 Use communication technology (Fax, E-mail, Internet) to access and distribute data and other information

Core Standard 3: Systems

Health care workers will understand how their role fits into their department, their organization and the overall health care environment. They will identify how key systems affect services they perform and quality of care.

Accountability Criteria

3.1 Systems Theory

3.11 Describe systems theory and its' components

3.12 Construct a general systems model using inputs, throughputs, and a feedback loop

3.2 Health Care Delivery System

3.21 Construct a healthcare delivery system model

3.22 Predict where and how factors such as; cost, managed care, technology, an aging population, access to care, alternative therapies, and lifestyle/behavior changes may affect various health care delivery system models

3.23 Project outcomes as interconnected components of a modified health care system

3.24 Calculate the cost effectiveness of two separate health care delivery systems using the same client procedure

3.3 Health Care Delivery System Results

3.31 Diagram the interdependence of health care professions within a given health care delivery system and pertaining to the delivery of quality health care

3.32 Design a system analysis process that evaluates the following outcomes: client satisfaction, productivity, cost effectiveness, and efficiency

3.33 Evaluate the impact of enhanced technology on the health care delivery system

3.4 System Change

3.41 Analyze the cause and effect on health care system change based on the influence of: technology, epidemiology, bio-ethics, socio-economics, and various forms of complimentary (non-traditional) medicine

Core Standard 4: Employability Skills

Health care workers will understand how employability skills enhance their employment opportunities and job satisfaction. They will demonstrate key employability skills and will maintain and upgrade skills, as needed.

Accountability Criteria

4.1 Key Employability Skills

4.11 Adapt to the dynamics of change

4.12 Adopt personal appearance and hygiene habits appropriate to the health care environment and industry expectations

4.13 Practice personal integrity and honesty

4.14 Evaluate work assignments and initiate action with confidence commensurate with work assignment

4.15 Formulate solutions to problems using critical thinking skills (analyze, synthesize, evaluate) independently and in teams

4.16 Interact appropriately and respectfully with diverse ethnic, age, cultural, religious, and economic groups in various employment and social situations

4.17 Exhibit respectful and empathetic behavior when interacting with peers, superiors, subordinates, and customers in one-on-one and group situations

4.18 Follow attendance policies of the employer or educational institution

4.19 Accept responsibility for own actions

4.2 Interpersonal Communications

4.21 Communicate in a straightforward, understandable, accurate, and timely manner

4.22 Listen attentively to verbal instruction, requests, and other information to verify accuracy

4.23 Provide written communication that is accurate and grammatically correct, using nomenclature appropriate to the environment

4.24 Interpret technical materials used for health care practices and procedures

4.3 Personal Growth and Development

4.31 Engage in continuous self-assessment and goals modification for personal and professional growth

4.32 Manage time, prioritize responsibilities, and meet completion dates as specific by employer and client

4.33 Show enthusiasm and commitment by meeting expectations and priorities of the organization

4.4 Career Decision-making

4.41 Explore a potential health science career path in at least one of the following health care services: diagnostic, therapeutic, information, or environmental

4.42 Consider levels of education, credentialing requirements, employment opportunities, workplace environments, and career growth potential for a service area

Core Standard 5: Legal Responsibility

Health care workers will understand the legal responsibilities, limitations, and implications of their actions within the health care delivery setting. They will perform their duties according to regulations, policies, laws and legislated rights of clients.

Accountability Criteria

5.1 Legal Implications

5.11 Analyze legal responsibilities, limitations, and implications of actions

5.12 Use problem solving techniques when confronted with legal dilemmas or issues

5.13 Compare and contrast behaviors and practices that could result in malpractice, liability, or negligence

5.14 Comply with policies and requirements for documentation and record keeping

5.15 Comply with established risk management criteria and procedures

5.16 Determine when an incident is reportable

5.17 Comply with non-discriminatory laws

5.18 Comply with institutional policy and procedure

5.2 Legal Practices

5.21 Perform duties according to regulations, policies, laws, and legislated rights of clients

5.22 Maintain clients rights according to the Patients' Bill of Rights

5.23 Maintain confidentiality

5.24 Practice within licensure, certification, registration, and legislated scope of practice

5.25 Apply the doctrine of informed consent

5.26 Evaluate technological threats to confidentiality

5.27 Follow mandated standards for workplace safety, ie., OSHA, CDC, CLIA

5.28 Apply mandated standards for harassment, labor, and employment laws

Core Standard 6: Ethics

Health care workers will understand accepted ethical practices with respect to cultural, social, and ethnic differences within the health care environment. They will perform quality health care delivery.

Accountability Criteria

6.1 Legal and Ethical Boundaries

6.11 Differentiate between morality and ethics and the relationship of each to health care outcomes

6.12 Differentiate between ethical and legal issues impacting health care

6.13 Contrast personal, professional, and organizational ethics

6.14 Analyze legal and ethical aspects of confidentiality

6.15 Discuss bio-ethical issues related to health care

6.16 Analyze and evaluate the implications of medical ethics

6.2 Ethical Practice

6.21 Demonstrate professionalism when interacting with fellow students, co-workers, and the organization

BEST COPY AVAILABLE

6.22 Respect interdisciplinary roles of team members

6.23 Report activities and behaviors by self and others that adversely affect the health, safety, or welfare of students, clients, or co-workers

6.24 Demonstrate fairness and equal treatment of all persons

6.25 Practice responsibly within the ethical framework of the Patients' Bill of Rights

6.26 Value clients independence and determination

6.3 Cultural, Social, and Ethnic Diversity

6.31 Discuss the impact of religions and cultures on those giving and receiving health care with an understanding of past and present events

6.32 Demonstrate respect of individual cultural, social, and ethnic diversity within the health care environment

Core Standard 7: Safety Practices

Health care workers will understand the existing and potential hazards to clients, co-workers, and self. They will prevent injury or illness through safe work practices and follow health and safety policies and procedures.

Accountability Criteria

7.1 Infection Control

7.11 Use Standard Precautions as described in the rules and regulations set forth by the Occupational Safety and Health Administration (OSHA.)

7.12 Practice infection control procedures

7.13 Practice appropriate cleaning, disinfecting, and sterilizing processes

7.14 Contrast medical and surgical asepsis

7.2 Personal Safety

7.21 Apply safety procedures to protect clients, co-workers, and self

7.22 Manage a personal exposure incident in compliance with OSHA regulations

7.23 Apply principles of body mechanics and ergonomics

7.24 Use personal protective equipment as appropriate to the environment

7.3 Environmental Safety

7.31 Modify the environment to create safe working conditions

7.32 Demonstrate methods of fire prevention in the health care setting

7.33 Prevent accidents by using proper safety techniques

7.34 Practice good housekeeping by maintaining a safe work environment

7.4 Common Safety Hazards

7.41 Use Materials Safety Data Sheets (MSDS)

7.42 Adhere to hazardous labeling requirements

7.43 Comply with safety signs, symbols, and labels

7.44 Take appropriate action when observing a hazardous material problem

7.45 Apply safety principles within given environments

7.46 Handle hazardous chemicals commonly used in the health care environment in an appropriate manner

7.5 Emergency Procedures and Protocols

7.51 Interpret the evacuation plan for the health care setting

7.52 Construct an emergency plan for a health care setting in response to a natural disaster or other emergency

7.53 Complete requirements for Cardiopulmonary Respiration (CPR)

7.54 Complete requirements for First Aid certification

7.55 Follow the facility procedure when a fire is discovered

Core Standard 8: Teamwork

Health care workers will understand the roles and responsibilities of individual members as part of the health care team, including their ability to promote the delivery of quality health care. They will interact effectively and sensitively with all members of the health care team.

Accountability Criteria

8.1 Health Care Teams

8.11 Apply the team concept in providing quality patient care

8.12 Recognize characteristics of effective teams

8.13 Analyze roles of various team participants

8.14 Respond to given critical situations appropriately as a member of a team

8.15 Accept compromise as necessary to ensure a best outcome

8.2 Team Member Participation

8.21 Communicate verbally and non-verbally with team colleagues to assure a best result for the client

8.22 Collaborate with others to formulate team objectives

8.23 Act responsibly as a team member, competing assigned tasks in a timely and effective manner

8.24 Actively listen to other team members

8.25 Exercise leadership skills as appropriate

8.26 Respect and value the expertise and contributions of all team members

8.27 Work collaboratively with persons from diverse backgrounds to accomplish a common goal

8.28 Apply corrective action to an acknowledged conflict situation

8.29 Exhibit a strong sense of team identity and commitment to purpose

Core Standard 9: Health Maintenance Practices

Health care workers will understand the fundamentals of wellness and the prevention of disease processes. They will practice preventive health behaviors among the clients.

Accountability Criteria

9.1 Healthy Behaviors

9.11 Apply behaviors that promote health and wellness

9.12 Advocate available preventive health screening and examinations

9.13 Use practices that promote the prevention of disease and injury

9.14 Use appropriate safety practices as related to high-risk behaviors

9.15 Evaluate the validity of alternative health practices

***NOTE: Accountability Criteria is currently being field-tested.**

NATIONAL CONSORTIUM ON HEALTH SCIENCE AND TECHNOLOGY EDUCATION

COMMITMENT TO QUALITY

2410 Woodlake Drive, Suite 440 • Okemos, MI 48864
Phone: (517) 347-3332 • Fax: (517) 347-4096 • www.nchste.org

BEST COPY AVAILABLE